

Financial Case Study Capital Services Group

File transfer problems.
Solved.



Global Financial Services Firm delivers confidential data through Accellion Secure File Transfer.

Background

Capital Services Group ("CSG"), provides loan and real estate asset management services to clients worldwide from offices in Japan, Thailand, Singapore, Malaysia, Taiwan, mainland China and the Philippines. CSG has grown significantly since its inception in 1998, and has managed more than US \$20 billion in loan and real estate assets, with approximately 300 employees across Asia.

CSG's most diverse and flagship operation is based in Tokyo, Japan and comprises two business entities: Capital Servicing Co., Ltd. and Capital Realty Inc. Capital Servicing Co., Ltd. ("Capital Servicing"), is highly rated by international rating agencies in multiple servicing categories, and is the model for all of CSG's regional operations.

CSG's strong track record is built upon cutting edge systems and strongly defined policies and procedures. This focus on fundamentals has enabled CSG to develop an asset management and servicing platform specifically tailored for the rapidly developing multinational asset management environment. CSG's model can be rapidly localized to new countries or markets at relatively short notice and frees up resources to focus on country and investment-specific details.

Challenge

CSG needed a file transfer solution that could enable the easy transfer of files above the 10MB file attachment size restrictions placed within the email system. The solution had to be easy to implement and integrate throughout their network and provide a more robust solution than the previous SFTP-based process. CSG used SFTP briefly, but the account set-up was cumbersome and inflexible, wasted time and resources, and was difficult for users to implement.

Security was a critical issue. Japan instituted a strict privacy law in 2005, which the firm must follow, as they handle personal information and need to ensure that distribution is secure as well as routed to the correct recipient.

Key business requirements which CSG believes necessary:

- Transmit files via secure channels and protocols in line with existing policy and procedures
- Ability to encrypt sensitive data

- Two-factor authentication capability
- Easy to use with MS Outlook client
- Ease of integration with existing systems
- Automate file transfers to and from clients
- Virtual Appliance form factor
- Multi-lingual capability (Japanese and English).

"The Accellion solution is very easy to implement and administrate. The system has had zero down-time in its one year service with us and the staff at Accellion has always been very responsive and supportive to address the needs of Capital Servicing"

Alex Levin,
VP Global Infrastructure Manager,
Capital Services Group

Solution

Accellion met all the file transfer requirements for CSG, including:

Secure Channels and Protocols: To meet the demands of the MOJ (Ministry of Justice –Japan) for handling borrower data, Capital Servicing required a solution that provided for a means to keep the data encrypted while in motion as well as at rest. Accellion Secure File Transfer meets both of these demands. For data in motion, this is met by enforcing the use of https (port 443) SSL encrypted connections for clients and the ability to use certificates for clients to ensure they are connected to the correct network before they send data. Accellion's file tracking and reporting also validates that information is sent to the intended recipients.

For data at rest, the Secure File Transfer Server provides the ability to encrypt the data before it is posted for retrieval from Capital Servicing employees as well as third party clients. In the event the server were to be compromised from either an outside attack or from an inside attack, the data can only be read by the sender and the recipient of files. Besides ensuring compliance with Japanese government regulations, this capability promotes confidence to clients that Capital Servicing is meeting the demands of today and in the future to provide data confidentiality.

When Capital Servicing released its plans for year 2009 as to how the firm was addressing security with file attachments to a rating agency, the rating agency was “Extremely” impressed, as the Accellion solution met all requirements for file transfer security and compliance.

Ease of Integration: This was a key requirement as most of the firm's projects are dependent on integrated systems. Being a small to mid-size company, CSG does not have the resources to maintain in-house expert knowledge on all systems. A requirement of the file transfer solution was that it was easy to implement and administer, allowing for rapid training to all IT members in the event of an emergency. Accellion's Secure File Transfer definitely met this demand. Alex Levin, VP Global Infrastructure Manager, comments, “The setup took about 5-10 min and configuration took about another 15 minutes to get us up and running. There are even descriptions for each setting clearly available, making it easy to learn what each setting does without additional training. ”

Virtualization capability: One of CSG's requirements was to look for a solution that was “virtual capable. ” According to Alex Levin, “For the size of our business, implementing solutions that are virtualized is usually easier and more flexible for local and remote Business Continuity Plans than physical server solutions, as well as more cost efficient. Accellion's virtual appliance fits right into our infrastructure with no problems. It took less than 30 minutes to install! That was amazing!”

Multi-lingual capability: In addition, a major factor in selecting Accellion was the multi-lingual capability and global presence. Since the flagship company, Capital Servicing, is located in Tokyo with operations throughout Asia, being able to deploy the solution with the Japanese, Chinese and English Accellion user interface and having access to the Accellion support team in Asia were key benefits of the Accellion solution for CSG.

Deployment: The deployment was rolled out to several specific business units, Investor Relations and Loan Administration, to help address their immediate needs. Over time the system has proven to be a very reliable and robust solution. Alex Levin comments, “Accellion's development team has been very supportive and attentive to our needs as there have certainly been new challenges presented, including dealing with the double-byte character set nature of South-East Asia. Also, the system has proven its robustness as we have had 100% from the implementation date a year ago!”

From an administration stand point, the system is simple enough to train very junior IT administrators within minutes on how to manage it, which has made the deployment quick and easy.

Cost and Time Savings: The most significant cost benefit gained is the added protection Accellion provides given the sensitivity of data going to clients. The dollar loss on a one-time occurrence of leaked data is potentially quite large, as well as the loss in terms of the company's reputation, which could lead to loss of potential new business. Accellion's product helps Capital Servicing mitigate this risk by keeping data encrypted and secure. In addition, the file tracking capability allows for a recall of a sent attachment if a mistake is made.

A second cost saving factor is Accellion's Secure File Transfer solution's capability to run in the firm's virtual environment, allowing

CSG to consolidate the platform onto already purchased hardware, saving additional hardware and maintenance costs. This integration also simplifies the data recovery procedure in conjunction with the firm's Business Continuity Plans. Accellion has also been very easy to install and use for IT administration, including for junior IT administrators, which saves training and support costs and time.

The third major cost saving factor is the fact that sending sensitive reports no longer takes the time of an IT member to burn the data to disc, and then snail mail the information to a 3rd party client. From a process standpoint, Capital Servicing used to “burn” data to CDs (approximately 10 CDs/month of critical data) and then send the data to clients. It used to take 24hrs+ to deliver reports to their clients, which they now do at the speed of email. Another saving was reducing time from the helpdesk that was involved in the manual delivery process. With Accellion, Capital Servicing can provide secure same day delivery service of the information and remove IT from being involved in the process. Alex Levin calculates that the time and cost savings in this process are approximately 6-8 man hours per month, including the delivery service cost savings, which translates to an estimated cost savings of \$360--\$600 per month, as well as increased productivity and reduction in human error. As he puts it, “This is a significant improvement in efficiency for us.”

BENEFITS

- Elimination of email attachment size limits
- Secure global collaboration
- Ease of IT administration and support
- Multi-language capability
- Full reporting and tracking
- Virtual solution
- Excellent support staff

Capital Services Group	
Deployed since	2008
# of Appliances	1
Location of Appliances	Japan
# of internal & external users	250 Internal Unlimited External
LDAP/AD directory integration	Yes
Deployed since	2008
# of Appliances	1